



# Strategic Plan 2008-2012

## Vision

By 2012, we will be recognized as the national model for victim compensation and one of the best places to work in California

## Mission

The California Victim Compensation and Government Claims Board provides responsive financial compensation to victims of crime through a stable Restitution Fund, and for those with claims against the State, an opportunity to resolve those claims or proceed with other remedies.

## Core Values

- We provide excellent service to our customers and each other
- We value teamwork and promote a creative and collaborative environment.
- We establish and maintain strong partnerships
- We value open and respectful communication and encourage different viewpoints
- We value our employees by providing opportunities for professional growth and development
- We adapt to change
- We are committed to innovation through continuous process improvement and use of new technology
- We are accountable for our actions in a solutions-oriented environment
- We have honesty and integrity
- We value diversity as well as the unique talents and abilities of our employees
- We promote a healthy work and life balance
- We have a strong work ethic resulting in our dedication to public service

## Strategic Goals

- Achieve a 10% reduction in processing times for VCP applications and payments by July 2009
- Achieve a 10% increase in customer and stakeholder satisfaction by July 2009
- Achieve a 10% increase in employee satisfaction by July 2009
- Achieve a 10% increase in public awareness of the VCP Program by July 2009
- Achieve a 10% improvement in efficiencies of the Government Claims Program processes by July 2009
- Increase revenue recovery efforts to support a stable Restitution Fund

# Action Strategies 2008-2010

Action Strategy
<b>CURRENT FOCUS:</b>
1. Develop an outreach and training program for Judges, District Attorneys, Public Defenders, Probation Officers, Court Clerks, Auditor-Controllers, and County Revenue Collectors on their roles and responsibilities in imposing and collecting restitution fines and orders
2. Implement major CaRES enhancements, including expansion of autopay and the ability for customers to file complete applications online
3. Develop a comprehensive communication and outreach plan with the initial step of conducting a targeted program for first responders to victims of crime.
4. Embed a Customer Service Philosophy throughout the organization
5. Implement a Board-wide training program that is focused on delivering internal and external training for all programs
6. Enhance the existing GCATS system to achieve greater efficiencies while developing requirements for a new GCP claims system that will be needed long term
7. Establish Specialized Processing Teams for VCP payments
8. Implement VCP Reporting and Trend Analysis as the first phase in support of data-driven decision making